

## Culture Counts Workshop Series

For leaders at all levels who aspire to enhance their ability to deliver effective feedback, navigate difficult conversations, and drive accountability within their teams. It is designed for those in long-term care communities who are committed to strengthening their leadership capacity and driving measurable success within their organizations. *Each course can be taken individually to earn 1.0 CE hour approved for Nurses, Social Workers, and Long-Term Care Administrators (NHA, PCA). However, completing all three courses offers the most rewarding experience.*

### Culture Counts: Giving Effective Feedback

Join us as we explore the critical and valuable role of feedback, an essential resource for both leaders and team members. Feedback highlights opportunities for growth while providing positive acknowledgment of achievements. In this engaging 1-hour workshop, leaders will gain practical strategies and tips to streamline the feedback process, ensuring it is more effective, respectful, and focused on actionable outcomes.

After completing this 1-hour workshop, participants will be able to:

- Explain the common reasons leaders hesitate to provide feedback.
- Outline the advantages of regular feedback in fostering and maintaining a healthy, positive organizational culture.
- Identify the four types of feedback that leaders can offer their team members.
- Utilize the SBI2 model to deliver effective feedback.

### Culture Counts: Difficult Conversations

Join us for an engaging session that highlights the crucial role difficult conversations play in shaping effective leadership. Mastering this essential skill is vital for leaders, particularly when navigating performance challenges or addressing behavioral concerns with employees. Difficult conversations often arise when emotions run high, stakes are significant, or when performance expectations are not being met. In this 1-hour interactive workshop, leaders will learn practical strategies to effectively prepare for and conduct difficult conversations that are respectful, constructive, and focused on achieving positive outcomes.

After completing this 1-hour workshop, participants will be able to:

- Recognize why difficult conversations present challenges for leaders.
- Prepare for and engage in conversations that are mutually beneficial.
- Offer honest, constructive feedback while maintaining respect, inclusion, and trust.
- Gain mutual agreement and commitment on next steps forward

### Culture Counts: Driving Accountability

This workshop examines the pivotal role accountability plays in leadership and explores how this essential skill can drive team performance and organizational success. Accountability is the ability of a leader to foster a culture where employees clearly understand and take ownership of their responsibilities and results. In this 1-hour workshop, leaders will learn how it serves as a foundation for driving performance, enhancing collaboration, and achieving organizational goals.

After completing this 1-hour workshop, participants will be able to:

- Articulate the advantages of fostering a results-driven and supportive workplace culture for both leaders and employees.
- Effectively communicate expectations, responsibilities, and performance measures to inspire employee ownership and accountability.
- Leverage constructive feedback to encourage, modify, or sustain behaviors that enhance employee accountability.
- Build confidence and proficiency in conducting regular one-on-one conversations to ensure employees are consistently held accountable.

Visit the [LTC Registration System](#) or scan the QR code to find a course and register.

